



ASSOCIATED RESIDENTIAL  
PARKS QUEENSLAND INC.

**ANNUAL GENERAL MEETING**  
**TUESDAY 25<sup>TH</sup> OCTOBER 2022**

**Agenda item 7 – Advisory Report**

During the year the Advisory team fielded almost 240 enquiries, not including those regarding membership. The attached table shows a breakdown of the types of issues our members are asking about. It shows that the concerns for our members are numerous and many of them are resolved or the question is answered with a phone call. Others, particularly those referred to the Regulatory Services Unit or the Tribunal can drag on for months, if not years. Unfortunately for our team, once a client is advised to refer a matter for resolution, we seldom hear the result.

Late last year we purchased a programme called Infinity that would allow the committee to see in real time a synopsis of and access the documents related to each enquiry as it is entered. Indeed, members of the team are able to make their own entries into the database too.

I have to note that, since we are not able to give legal or financial advice, it is frustrating to discover that there are few others with the necessary qualifications to fill the gap, and those that do, such as Caxton Legal Service are so under-resourced that there are significant delays in providing the advice required.

It's also worth noting that, at a recent meeting with the Housing Department it was agreed that we should, as the Retirement Villages peak body already do, provide the Department with our data relating to the many varied concerns of home owners. Of course this will be redacted as required to meet privacy provisions. This data, together with that also being collected by the Regulatory Services Unit, should better inform the lawmakers where the holes are in our legislation.

Finally, it is the fervent hope of all on the committee of this organisation that the changes to the Act that we have proposed actually find their way into amended legislation. We are convinced that the lives of all of the members of ARPQ will be improved as a result.

I move that my report be accepted.

**David Kennedy.**

**Vice President and Chair of the Advisory Committee**

**25<sup>th</sup> October 2022**

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• Access for the disabled	1
• COVID	13
• Emergency Plans	3
• Electricity billing	12
• Gas	3
• Home Owner Committees	29
• General Information	31
• Insurance	5
• Maintenance	29
• Park management	10
• Rent increases	23
• Referrals to RSU	7
• Right Where You Live Programme	2
• Site Agreements	10
• Sales of Homes	14
• Sundry	44
• Water	2